

## TRANSACTION SUPERVISORS' FORUM QUESTIONS & ANSWERS – JANUARY 2026

The following questions were submitted during the forum:

**Question:** When an employee is on a reduced schedule as half time base and they work more than the 88 required hours and you do not post Excess hours; how do you compensate the employee for the hours worked over the 88, per their half time base, if you cannot post the excess? Are they paid as overtime at straight rate?

**Answer:** Please have your designated contact send an email to [PSB@calhr.ca.gov](mailto:PSB@calhr.ca.gov). No, only full-time employees can earn excess hours when they are on an alternate work week schedule. If the employee works more than their required work schedule there is a special EID code to be used to have retirement deductions taken up to full-time employment. Please see Policy 1724 – Part-time Employee Compensation. The hours should be paid separately, please refer to [Personnel Letter #18-026](#).

**Question:** Does a half-time also get shift when working AP hours?

**Answer:** Please have your designated CalHR contact reach out to [PSB@calhr.ca.gov](mailto:PSB@calhr.ca.gov) for policy questions.

**Question:** Can you provide a link to the Benefits Newsletter please?

**Answer:** [A Life Well Lived: CalHR Benefits Newsletter](#)

**Question:** What is the Request Tracking System (RTS) link?

**Answer:** [CalHR Request Portal](#)

**Question:** When calling Delta Dental to update eligibility they are stating they now need a user ID; is that on the Family Connect Portal (FCP)?

**Answer:** That is correct. Please log into FCP and select the Admin tab at the top of the page. Once the Admin tab is open, select the Modify My Account button. Your User ID should show at the top of the Modify My Account page. It will only provide the last 4 characters of the User ID and that is what you provide to carriers.

**Question:** It has come to our attention that we are now required to have a unique ID when reaching out to Dental carriers. Delta stated that this information should have been disseminated from the state of California to all relevant parties in December. My question is, how was this information provided to the departments and where can we find this information moving forward?

**Answer:** This information was communicated in the Transaction Supervisors' Forum and the Transaction Specialists' Educational Forum, as well as via the CalHR communication box on the homepage of Family Connect Portal. Please review the [FCP Manual](#). If you have additional questions, please send an email to [VisionDentalHealth.Authorization@calhr.ca.gov](mailto:VisionDentalHealth.Authorization@calhr.ca.gov).

**Question:** Our Personnel Specialists are not listed as contacts on Vision Dental Health Authorization (VDHA) any longer, how can we add them?

**Answer:** Please update the department users' roles in Family Connect Portal to include VDHA. Please send an email to [VisionDentalHealth.Authorization@calhr.ca.gov](mailto:VisionDentalHealth.Authorization@calhr.ca.gov), if additional guidance is needed.

**Question:** We have submitted the Vision Dental Health Authorization list update. Is there an estimated timeline for when we will receive access to the Family Connect account? We are unable to process changes to employees' dental plans without this access.

**Answer:** Updated reports are sent to carriers on a biweekly basis. Please refer to the main page on the CalHR Message Board for updates on when the last one was sent, and when the next will go out.

**Question:** We had a Flex Elect Reimbursement with a ding notice during open enrollment that was missed. Do we now send an appeal, or the correction and ding notice via HR Connect?

**Answer:** You need to send an appeal through the Request Tracking System.

**Question:** Can a listing of the recommended training, and the order in which training should be taken, be provided for easier reference?

**Answer:** We recommend all employer contacts should start their CalPERS onboarding with the Business Rules classes to establish a strong foundation before taking myCalPERS courses. For processing membership transactions and clearing preprocessing areas in myCalPERS, there is only one class.

**Question:** According to a notice from SCO, Overtime wages would be totaled into a specific box on the W-2, is this still correct? What does Premium mean?

**Answer:** Box 14 - premium amount only. Premium means time-and-a-half. Only the half-portion of the time-and-a-half is reported.

**Question:** Regarding the new classification, we have received the pay letter from CalHR, but we are not sure yet whether SCO will assist with uploading the class or if we need to do it manually. If we do not update this, is there any potential impact on payroll, considering that next week is the cutoff date?

**Answer:** We will be processing a mass update prior to Cutoff to most impacted records. The exceptions that departments will be responsible for keying are:

- TAU Appointments
- Limited Term Appointments
- Retired Annuitants
- Emergency Appointments
- Employees on T&D assignments
- Excluded employees in classes with excluded ranges (for example, Range L)

**Question:** Does STD. 607 need to be submitted for the generalist class consolidation?

**Answer:** A personnel letter with instructions should be released very soon.

**Question:** Do we need to manually key staff who are changing position numbers and classifications (i.e., Associate Personnel Analyst)?

**Answer:** No, unless they fall under one of the circumstances for manual keying.

**Question:** Last year the governor declared Diwali as a state holiday. Can you confirm if this holiday is paid or one in which employees will need to use their leave credits?

**Answer:** Employees will not be given an additional holiday but are allowed to exchange their annual personal holiday (if they are entitled to one) for holiday credit in order to take the holiday off, or they can use their normal vacation or annual leave to take the holiday off as well.

**Question:** I am having officers inquire about the One Big Beautiful Bill regarding the amount reported on the W-2 in box 14 being 10K less than what they actually made. What do you suggest we tell them as to the discrepancy in amount?

**Answer:** Per the One Big Beautiful Bill Act ((OBBBA), Pub. L. 119-21) enacted on July 4, 2025, employers are encouraged to report total "qualified overtime" compensation on 2025 Form W-2. Per Internal Revenue Services (IRS) guidelines, OBBBA qualified overtime refers to the tax deduction for the "premium" portion of overtime pay (0.5). The amount reported in Box 14 represents the premium (0.5) portion of Fair Labor Standards Act (FLSA) overtime. Box 14 does not include overtime paid at straight time. For additional information, we recommend reviewing websites for OBBBA provisions and Internal Revenue Service and Treasury.